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PATENT ABSTRACTS OF JAPAN

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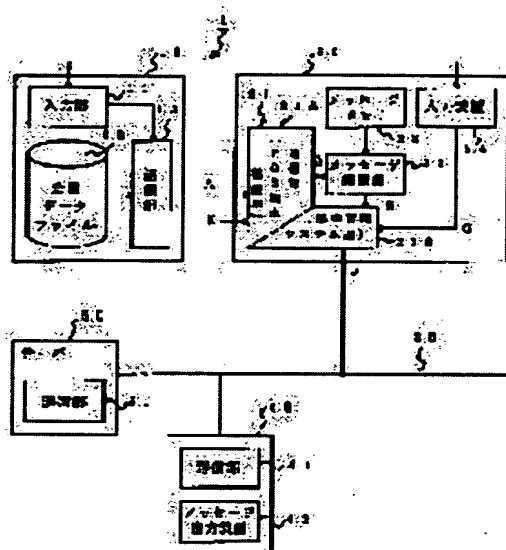
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HATAGISHI HARUMI

(54) CENTRALIZED MANAGEMENT SYSTEM

(57)Abstract:

PURPOSE: To provide a centralized management system which can send a proper message to respective members through terminal devices.

CONSTITUTION: Member data A on the members are read out of a member data file 12 containing the data regarding the members which are inputted from POS terminal devices 10, a message editing part 22 selects and edits fixed form message data on the basis of the read information to automatically generate message data B matching with the members, and a reproduction terminal device 40 displays them. Consequently, the message data give a good impression to the members to greatly improve the satisfaction of the members, so that the improvement of customer gathering rate and increase of sales can be expected.



LEGAL STATUS

[Date of request for examination]

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CLAIMS

[Claim(s)]

[Claim 1] The centralized control system by which each use situation of two or more rooms which is equipped with the following and characterized by enabling it to send out the message data created by this creation means to a necessary terminal unit that the terminal unit is installed in each is intensively managed by the POS terminal. The member data file which accumulates the data about a member's use situation of being inputted from the aforementioned POS terminal etc. The read-out means which reads necessary information from the aforementioned member data file about the member specified by the aforementioned POS terminal. A creation means to create the message data to the member by whom specification was done [aforementioned] based on the information which has a storage means to store two or more kinds of fixed form message data, and was read from the aforementioned read-out means based on fixed form message data.

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DETAILED DESCRIPTION

[Detailed Description of the Invention]

[0001]

[Industrial Application] this invention relates to the centralized control system by the computer equipped with the message transmission function based on member information.

[0002]

[Description of the Prior Art] For example, performing member management by providing a member use system in a karaoke box, accommodations, etc., and establishing various privileges to use of a member etc. is performed widely. Thus, when managing a use institution per room, the centralized control system by the so-called POS terminal is adopted, and data are sent to the terminal unit installed in each part store from the POS terminal installed in the receptionist, or a POS terminal receives data from a terminal unit, and the computer system which performs a necessary centralized control by the POS terminal is adopted widely.

[0003]

[Problem(s) to be Solved by the Invention] In the centralized control system using such a computer, in spite of having inputted the data about a use member's use situation etc. from the POS terminal, there was no system which is going to use this for improvement in ***** etc.

[0004] The purpose of this invention follows, accumulates a use member's various data inputted from a POS terminal in this kind of centralized control system, and is to offer the centralized control system which enabled it to send a suitable message through a terminal unit to each use member using this accumulation data.

[0005]

[Means for Solving the Problem] In the centralized control system by which each use situation of two or more rooms that, as for the feature of this invention for solving the above-mentioned technical problem, the terminal unit is installed in each is intensively managed by the POS terminal. The member data file which accumulates the data about a member's use situation of being inputted from a POS terminal etc., The read-out means which reads necessary information from the above-mentioned member data file about the member specified by the POS terminal, It has a creation means to create the message data to the member by whom specification was done [above-mentioned] based on the information which has a storage means to store two or more kinds of fixed form message data, and was read from this read-out means based on fixed form message data. It is in the point which enabled it to send out the message data created by this creation means to a necessary terminal unit. Moreover, you may store peculiar data, such as a member's birth date and family composition, in a member data file from a POS terminal.

[0006]

[Function] The data about the member's use situation acquired when a member uses an institution are suitably accumulated in a member data file with other required data, for example, data peculiar to a member. If it specifies from a POS terminal for message creation of a specific member, the required information about the member will be read from a member data file, and the suitable message data corresponding to the read information will be created by the data origination means using the message data stored in the storage means. The created message data can be sent to a necessary terminal unit.

[0007]

[Example] Hereafter, with reference to a drawing, it explains to a detail part example of this invention.

[0008] Drawing 1 is the system configuration view showing one example of the centralized control system by this invention. This centralized control system is constituted as a karaoke centralized control system 1 which uses the computer, it has POS terminal 10 for performing receptionist business installed in the front, and the information terminal unit 20 for sending out various kinds of message data, and POS terminal 10 and the information terminal unit 20 are constituted as a computer system which all has communication facility. The information terminal unit 20 can perform data communication between POS terminals 10, and also it connects with the server 50 through the communication line 30, and it can send message data to the reproduction terminal unit 40 for karaoke installed in each part store through the communications department 51 of a server 50.

[0009] In drawing 1, for simplification, although only one reproduction terminal unit 40 is shown, in fact, many reproduction terminal units 40 are formed and at least one reproduction terminal unit 40 is arranged in each each part store. That is, many reproduction terminal units 40 are connected to the communication line 30.

[0010] First, the composition of POS terminal 10 is explained. The input section is shown by the sign 11 and all the information about the visitor who came to the store is inputted from this input section 11. Therefore, this input section 11 consists of exclusive input boards used for the coming-to-the-store person who is not the card reader, member, or member for reading the content of magnetic recording of a member card by assignment or settlement of accounts of a charge in the reproduction terminal unit 40. When the visitor who came to the store is the member, each data of the use member's member number and the reproduction terminal unit 40 then assigned is inputted from the input section 11.

[0011] It is accumulated and 12 is a member data file stored so that the various information about a member can search from a member number. If the member number of the member who came to the store from the input section 11 is inputted, reference of the member data file 12 will be performed based on this member number, and the member data of the format shown in drawing 2 will be obtained. This searched member data is data of the time of coming to the store last time. The input data of others containing the data about the reproduction terminal unit 40 to be used obtained from the input section 11 this time is applied to this reference data, the newest member data obtained by doing in this way are stored in the member data file 12 as updating data, and this newest member data is sent to the information terminal unit 20 by the communications department 13 as member data A. That is, whenever a member uses, the data about the use situation at that time are considered and updated, and are accumulated in the member data file 12 with data peculiar to a member.

[0012] It is received in section 21A for POS terminals of the communications department 21 of the information terminal unit 20, and the member data A are sent to the message editing section 22. It connects with the message memory 23 in which two or more kinds of fixed form message data are stored, and the message editing section 22 reads one which balanced most the content of the member data A received from the communications department 21 of fixed form message data from the message memory 23. Thus, necessary edit is given to the fixed form message data read alternatively, and the message data B to the use member is created. The information data J which add the data about the reproduction terminal unit 40 which the use member uses to this message data B, and grow into it are sent to the communications department 51 of a server 50 from section 21 for centralized control systems B of the communications department 21.

[0013] An example of the data format of this information data J is shown in drawing 3. Here, the content of a message is alphabetic information or key information. Key information is used when making information other than the content of a notice from the information terminal unit 20 acquire and output with the reproduction terminal unit 40. For example, the case where the music number for downloading from a server is added can be mentioned to perform the music information currently held by the server.

[0014] The communications department 51 of a server 50 receives this information data J, and

transmits the information data J to the necessary reproduction terminal unit 40 which is shown there and which should be used through a communication line 30. This information data J is sent to the communications department 41 of the necessary reproduction terminal unit 40 through the communications department 51 of a server 50. The content of the message data B received here is displayed by the message output unit 42. Although the display of exclusive use is sufficient as the message output unit 42, the composition of making the display for karaoke reproduction serve a double purpose is sufficient as it. Moreover, only an image, and the voice and the image of the gestalt of a display may be either only of audio.

[0015] Therefore, only proper image and voice data, and image data can store the proper data of voice data etc. in the message memory 23 as fixed form message data. It is also good to be also able to carry out additional storing of the necessary data by the proper well-known means at the message memory 23, and to exchange the message memory 23 for a new thing to add fixed form message data to the message memory 23.

[0016] The input unit 24 for inputting arbitrary message data into the information terminal unit 20 is formed so that it may replace with the fixed form message data stored in the message memory 23 and arbitrary message data can be used. The original message data G which the operator could input arbitrary original message data from the input unit 24, and was inputted by doing in this way is sent to the communications department 21, and can send the original message data G to the necessary reproduction terminal unit 40 like the case of the message data B from the message editing section 22.

[0017] In the above, although the karaoke centralized control system 1 has been explained based on drawing 1 next, with reference to drawing 4, the message editing section 22 is explained in detail. The message editing section 22 shown in drawing 1 shows the function carried out by executing the message editing program stored in the memory which is not illustrated in the computer which constitutes the information terminal unit 20.

[0018] Drawing 4 is a flow chart which shows this message editing program 60, and explains operation of the message editing section 22 in detail based on this flow chart. The routine-message editor program 60 is started when the entrance information E outputted when a user is assigned to the room in which the reproduction terminal unit 40 is installed is received through section 21A for POS terminals of the communications department 21, and it is distinguished whether the user is the member at Step 61 first. When a user is not the member, this program execution is ended immediately, and a message is not sent out.

[0019] When a user is the member, it goes into Step 62, and it is based on the member data A, the number of times of use of until is checked, and it is distinguished whether the actual result mark which show a predetermined actual result are ten or more points. actual result mark are ten or more points — Step 63 — entering — Mr. "OO of the sake for use actual result service — always — thank you for use Its free service is given for 1 hour for ten-point acquisition!" The 1st fixed form message data of the content to say is read from the message memory 23. And edit which inserts the member's name in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here. Processing of henceforth in the communications department 21 is as above-mentioned.

[0020] If the distinction result of Step 62 serves as NO, it will go into Step 64, and it is distinguished here based on the member data A whether the privilege takes the post of the member. Mr. "OO of the sake here for privilege service, welcome [when the privilege sticks, it goes into Step 65, and]. Coming-to-the-store O people achievement. A discount is given 10% and it is !" today.

The 2nd fixed form message data of the content to say is read from the message memory 23. And edit which inserts the member's name and the number in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here. Processing of henceforth in the communications department 21 is as above-mentioned.

[0021] It is as a result of [of Step 64] distinction, and, in NO, goes into Step 66, and it is distinguished based on the member data A whether today is the member's birthday here. If the distinction result of Step 66 serves as YES, it will go into Step 67, and it is "congratulating you on Mr. OO and the OO moon OO day birthday of you" here. [of the sake for birthdays] The 3rd fixed form message data of the content to say is read from the message memory 23. And edit which inserts the member's name and days and months in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here. Processing of henceforth in the communications department 21 is as above-mentioned.

[0022] When the distinction result of Step 66 is NO, it goes into Step 68, and they are "Mr. OO and welcome" for a coming-to-the-store greeting here.

The 4th routine message of the content to say is read from the message memory 23. And edit which inserts the member's name in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here.

[0023] In the above-mentioned case, with the data of use situation and others of a use member, one of four fixed form message data is chosen, and it is edited with reference to the member data A, and has composition outputted as message data B. However, the content of a routine message and a number can be defined freely, without being limited to this. Moreover, edit of fixed form message data is not limited to this example, either, in addition can be edited suitably.

[0024] Next, with reference to drawing 5, processing when the original message data G is inputted from an input unit 24 is explained. Drawing 5 is a flow chart which shows the processing program 70 for processing the original message data G, and this processing program 70 answers that the original message data G was outputted from the input unit 24, is started, and is performed. At Step 71, the inputted original message data G is edited into communication information, and the original message data G is transmitted in the following step 72.

[0025] As explained above, according to the karaoke centralized control system 1 shown in drawing 1 Various data including the use situation of the member who came to the store are accumulated at the member data file 12 at every coming to the store. A thing suitable [from] among two or more fixed form message data beforehand stored based on this member data A accumulated to the timing included in the room where the use member was assigned at the time of coming to the store is selected. It edits so that the member may be matched, and the message data is displayed in the reproduction terminal unit 40 the member is to use. That is, it is the timing included in the room where the use member was assigned, and is the composition that the message which suited the use member's use situation etc. is displayed in the reproduction terminal unit 40. Moreover, the original message data G can be created using the input unit 24 of the information terminal unit 20, and this can be similarly displayed with the reproduction terminal unit 40.

[0026] therefore, a positive feeling is given to a member, a sense of closeness between a store and a member can be increased and a customer's degree of satisfaction markedly, and this message can raise them. Consequently, the effect of being useful to offer of subject is also produced, therefore the improvement in ***** and the increase in sales can be expected. In this case, since the above-mentioned message service to a customer is offered automatically, it also has the advantage that improvement in service can be aimed at without the increase in a labor cost. Since it is displayed with the reproduction terminal unit 40 with which the message which is the timing included in the room where the use member was assigned, and suited the use member's use situation etc. is used, or other proper terminal units after finishing a receptionist in the front if it is in this example especially, the degree of satisfaction has the exceptional advantage of becoming larger.

[0027]

[Effect of the Invention] since according to this invention the message to the use member is created automatically and it is displayed in a proper terminal unit from a use member's use

situation data etc., this message gives a positive feeling to a member, and a sense of closeness between a store and a member boils increase and a customer's degree of satisfaction markedly, can raise them, and can raise the frequency of coming to the store. Moreover, the effect of being useful to offer of subject is also produced, therefore the improvement in ***** and the increase in sales can be expected. Furthermore, since the above-mentioned message service to a customer is offered automatically, it also has the advantage that improvement in service can be aimed at without the increase in a labor cost.

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TECHNICAL FIELD

[Industrial Application] this invention relates to the centralized control system by the computer equipped with the message transmission function based on member information.

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PRIOR ART

[Description of the Prior Art] For example, performing member management by providing a member use system in a karaoke box, accommodations, etc., and establishing various privileges to use of a member etc. is performed widely. Thus, when managing a use institution per room, the centralized control system by the so-called POS terminal is adopted, and data are sent to the terminal unit installed in each part store from the POS terminal installed in the receptionist, or a POS terminal receives data from a terminal unit, and the computer system which performs a necessary centralized control by the POS terminal is adopted widely.

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EFFECT OF THE INVENTION

[Effect of the Invention] since according to this invention the message to the use member is created automatically and it is displayed in a proper terminal unit from a use member's use situation data etc., this message gives a favorable impression to a member, and a sense of closeness between a store and a member boils increase and a customer's degree of satisfaction markedly, can raise them, and can raise the frequency of coming to the store. Moreover, the effect of being useful to offer of subject is also produced, therefore the improvement in ***** and the increase in sales can be expected. Furthermore, since the above-mentioned message service to a customer is offered automatically, it also has the advantage that improvement in service can be aimed at without the increase in a labor cost.

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TECHNICAL PROBLEM

[Problem(s) to be Solved by the Invention] In the centralized control system using such a computer, in spite of having inputted the data about a use member's use situation etc. from the POS terminal, there was no system which is going to use this for improvement in ***** etc.
[0004] The purpose of this invention follows, accumulates a use member's various data inputted from a POS terminal in this kind of centralized control system, and is to offer the centralized control system which enabled it to send a suitable message through a terminal unit to each use member using this accumulation data.

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MEANS

[Means for Solving the Problem] In the centralized control system by which each use situation of two or more rooms that, as for the feature of this invention for solving the above-mentioned technical problem, the terminal unit is installed in each is intensively managed by the POS terminal. The member data file which accumulates the data about a member's use situation of being inputted from a POS terminal etc., The read-out means which reads necessary information from the above-mentioned member data file about the member specified by the POS terminal, It has a creation means to create the message data to the member by whom specification was done [above-mentioned] based on the information which has a storage means to store two or more kinds of fixed form message data, and was read from this read-out means based on fixed form message data. It is in the point which enabled it to send out the message data created by this creation means to a necessary terminal unit. Moreover, you may store peculiar data, such as a member's birth date and family composition, in a member data file from a POS terminal.

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OPERATION

[Function] The data about the member's use situation acquired when a member uses an institution are suitably accumulated in a member data file with other required data, for example, data peculiar to a member. If it specifies from a POS terminal for message creation of a specific member, the required information about the member will be read from a member data file, and the suitable message data corresponding to the read information will be created by the data origination means using the message data stored in the storage means. The created message data can be sent to a necessary terminal unit.

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EXAMPLE

[Example] Hereafter, with reference to a drawing, it explains to a detail per example of this invention.

[0008] Drawing 1 is the system configuration view showing one example of the centralized control system by this invention. This centralized control system is constituted as a karaoke centralized control system 1 which used the computer, it has POS terminal 10 for performing receptionist business installed in the front, and the information terminal unit 20 for sending out various kinds of message data, and POS terminal 10 and the information terminal unit 20 are constituted as a computer system which all has communication facility. The information terminal unit 20 can perform data communication between POS terminals 10, and also it connects with the server 50 through the communication line 30, and it can send message data to the reproduction terminal unit 40 for karaoke installed in each part store through the communications department 51 of a server 50.

[0009] In drawing 1, for simplification, although only one reproduction terminal unit 40 is shown, in fact, many reproduction terminal units 40 are formed and at least one reproduction terminal unit 40 is arranged in each each part store. That is, many reproduction terminal units 40 are connected to the communication line 30.

[0010] First, the composition of POS terminal 10 is explained. The input section is shown by the sign 11 and all the information about the visitor who came to the store is inputted from this input section 11. Therefore, this input section 11 consists of exclusive input boards used for the coming-to-the-store person who is not the card reader, member, or member for reading the content of magnetic recording of a member card by assignment or settlement of accounts of a charge in the reproduction terminal unit 40. When the visitor who came to the store is the member, each data of the use member's member number and the reproduction terminal unit 40 then assigned is inputted from the input section 11.

[0011] It is accumulated and 12 is a member data file stored so that the various information about a member can search from a member number. If the member number of the member who came to the store from the input section 11 is inputted, reference of the member data file 12 will be performed based on this member number, and the member data of the format shown in drawing 2 will be obtained. This searched member data is data of the time of coming to the store last time. The input data of others containing the data about the reproduction terminal unit 40 to be used obtained from the input section 11 this time is applied to this reference data, the newest member data obtained by doing in this way are stored in the member data file 12 as updating data, and this newest member data is sent to the information terminal unit 20 by the communications department 13 as member data A. That is, whenever a member uses, the data about the use situation at that time are considered and updated, and are accumulated in the member data file 12 with data peculiar to a member.

[0012] It is received in section 21A for POS terminals of the communications department 21 of the information terminal unit 20, and the member data A are sent to the message editing section 22. It connects with the message memory 23 in which two or more kinds of fixed form message data are stored, and the message editing section 22 reads on which balanced most the content of the member data A received from the communications department 21 of fixed form message

data from the message memory 23. Thus, necessary data is given to the fixed form message data read alternatively, and the message data B to the user member is created. The information data J which adds the data about the reproduction terminal unit 40 which the user member uses to this message data B, and grows into it are sent to the communications department 51 of a server 50 from section 21 for centralized control systems B of the communications department 21.

[0013] An example of the data format of this information data J is shown in drawing 3. Here, the content of a message is alphabetic information or key information. Key information is used when making information other than the content of a notice from the information terminal unit 20 acquire and output with the reproduction terminal unit 40. For example, the case where the music number for downloading from a server is added can be mentioned to perform the music information currently held by the server.

[0014] The communications department 51 of a server 50 receives this information data J, and transmits the information data J to the necessary reproduction terminal unit 40 which is shown there and which should be used through a communication line 30. This information data J is sent to the communications department 41 of the necessary reproduction terminal unit 40 through the communications department 51 of a server 50. The content of the message data B received here is displayed by the message output unit 42. Although the display of exclusive use is sufficient as the message output unit 42, the composition of making the display for karaoke reproduction serve a double purpose is sufficient as it. Moreover, only an image, and the voice and the image of the gestalt of a display may be either only of audio.

[0015] Therefore, only proper image and voice data, and image data can store the proper data of voice data etc. in the message memory 23 as fixed form message data. It is also good to be also able to carry out additional storing of the necessary data by the proper well-known means at the message memory 23, and to exchange the message memory 23 for a new thing to add fixed form message data to the message memory 23.

[0016] The input unit 24 for inputting arbitrary message data into the information terminal unit 20 is formed so that it may replace with the fixed form message data stored in the message memory 23 and arbitrary message data can be used. The original message data G which the operator could input arbitrary original message data from the input unit 24, and was inputted by doing in this way is sent to the communications department 21, and can send the original message data G to the necessary reproduction terminal unit 40 like the case of the message data B from the message editing section 22.

[0017] In the above, although the karaoke centralized control system 1 has been explained based on drawing 1 next, with reference to drawing 4, the message editing section 22 is explained in detail. The message editing section 22 shown in drawing 1 shows the function carried out by executing the message editing program stored in the memory which is not illustrated in the computer which constitutes the information terminal unit 20.

[0018] Drawing 4 is a flow chart which shows this message editing program 60, and explains operation of the message editing section 22 in detail based on this flow chart. The routine-message editor program 60 is started when the entrance information E outputted when a user is assigned to the room in which the reproduction terminal unit 40 is installed is received through section 21A for POS terminals of the communications department 21, and it is distinguished whether the user is the member at Step 61 first. When a user is not the member, this program execution is ended immediately, and a message is not sent out.

[0019] When a user is the member, it goes into Step 62, and it is based on the member data A, the number of times of use of until is checked, and it is distinguished whether the actual result mark which shows a predetermined actual result are ten or more points. actual result mark are ten or more points — Step 63 — entering — Mr. "OO of the sake for use actual result service — always — thank you for use Its free service is given for 1 hour for ten-point acquisition!"

The 1st fixed form message data of the content to say is read from the message memory 23. And data which inserts the member's name in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here. Processing of henceforth in the communications department 21 is as

above-mention d.

[0020] If the distinction result of Step 62 serves as NO, it will go into Step 64, and it is distinguished here based on the member data A whether the privilege takes the post of the member. Mr. "OO of the sake here for privilege service, welcome [when the privilege sticks, it goes into Step 65, and]. Coming-to-the-store O people achievement. A discount is given 10% and it is !" today.

The 2nd fixed form message data of the content to say is read from the message memory 23. And edit which inserts the member's name and the number in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here. Processing of henceforth in the communications department 21 is as above-mentioned.

[0021] It is as a result of [of Step 64] distinction, and, in NO, goes into Step 66, and it is distinguished based on the member data A whether today is the member's birthday here. If the distinction result of Step 66 serves as YES, it will go into Step 67, and it is "congratulating you on Mr. OO and the OO moon OO day birthday of you" here. [of the sake for birthdays]

The 3rd fixed form message data of the content to say is read from the message memory 23. And edit which inserts the member's name and days and months in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here. Processing of henceforth in the communications department 21 is as above-mentioned.

[0022] When the distinction result of Step 66 is NO, it goes into Step 68, and they are "Mr. OO and welcome" for a coming-to-the-store greeting here.

The 4th routine message of the content to say is read from the message memory 23. And edit which inserts the member's name in the part of OO with reference to the member data A is performed, and the message data B which should be sent out by this is prepared. After an appropriate time, it goes into Step 69 and message data B is sent to the communications department 21 here.

[0023] In the above-mentioned case, with the data of use situation and others of a use member, one of four fixed form message data is chosen, and it is edited with reference to the member data A, and has composition outputted as message data B. However, the content of a routine message and a number can be defined freely, without being limited to this. Moreover, edit of fixed form message data is not limited to this example, either, in addition can be edited suitably.

[0024] Next, with reference to drawing 5, processing when the original message data G is inputted from an input unit 24 is explained. Drawing 5 is a flow chart which shows the processing program 70 for processing the original message data G, and this processing program 70 answers that the original message data G was outputted from the input unit 24, is started, and is performed. At Step 71, the inputted original message data G is edited into communication information, and the original message data G is transmitted in the following step 72.

[0025] As explained above, according to the karaoke centralized control system 1 shown in drawing 1 Various data including the use situation of the member who came to the store are accumulated at the member data file 12 at every coming to the store. A thing suitable [from] among two or more fixed form message data beforehand stored based on this member data A accumulated to the timing included in the room where the use member was assigned at the time of coming to the store is selected. It edits so that the member may be matched, and the message data is displayed in the reproduction terminal unit 40 the member is to use. That is, it is the timing included in the room where the use member was assigned, and is the composition that the message which suited the use member's use situation etc. is displayed in the reproduction terminal unit 40. Moreover, the original message data G can be created using the input unit 24 of the information terminal unit 20, and this can be similarly displayed with the reproduction terminal unit 40.

[0026] therefore, a positive feeling is given to a member, a sense of closeness between a store and a member can be increased and a customer's degree of satisfaction markedly, and this

message can raise them. Consequently, the effect of being useful to offer subject is also produced, therefore the improvement in ~~****~~ and the increase in sales can be expected. In this case, since the above-mentioned message service to a customer is offered automatically, it also has the advantage that improvement in service can be aimed at without the increase in a labor cost. Since it is displayed with the reproduction terminal unit 40 with which the message which is the timing included in the room where the use member was assigned, and suited the use member's use situation etc. is used, or other proper terminal units after finishing a receptionist in the front if it is in this example especially, the degree of satisfaction has the exceptional advantage of becoming larger.

[Translation done.]

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- 2.**** shows the word which can not be translated.
- 3.In the drawings, any words are not translated.

DESCRIPTION OF DRAWINGS

[Brief Description of the Drawings]

[Drawing 1] The system configuration view showing one example of the karaoke centralized control system by this invention.

[Drawing 2] Drawing showing the data format of the member data accumulated at the member data file of drawing 1.

[Drawing 3] Drawing showing the data format of information data.

[Drawing 4] The flow chart which shows the routine-message editor program performed in an information terminal unit.

[Drawing 5] The flow chart which shows the processing program for processing original message data.

[Description of Notations]

1 Karaoke Centralized Control System

10 POS Terminal

12 Member Data File

20 Information Terminal Unit

22 Message Editing Section

23 Message Memory

30 Communication Line

40 Reproduction Terminal Unit

42 Message Output Unit

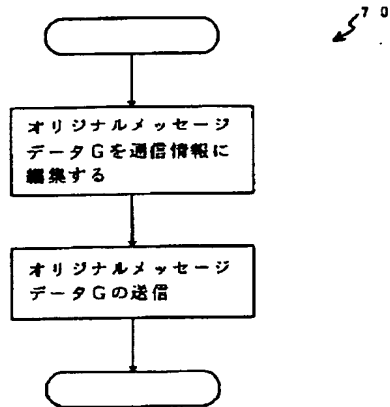
50 Server

A Member data

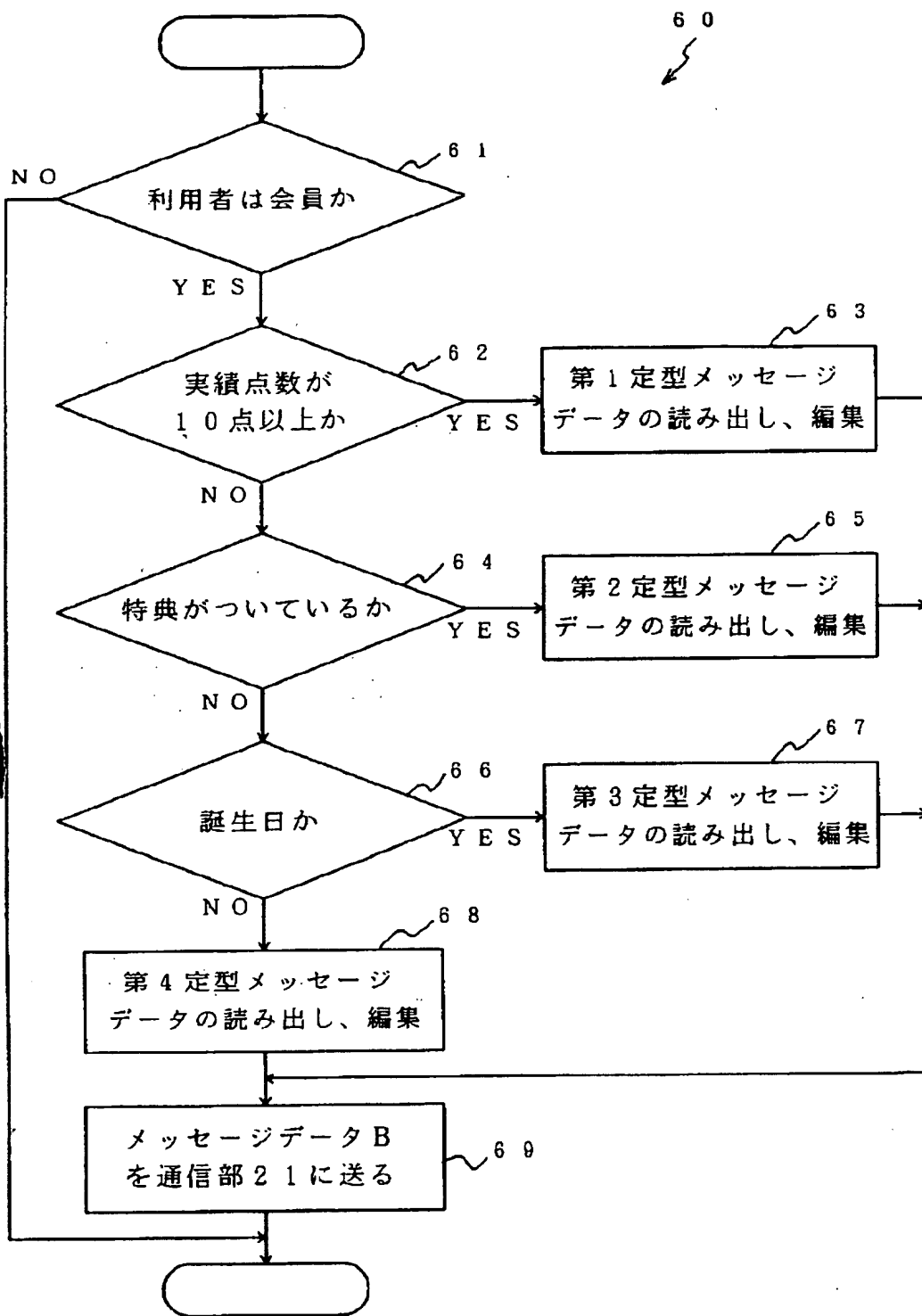
B Message data

J Information data

[Translation done.]



[Drawing 4]



[Translation done.]

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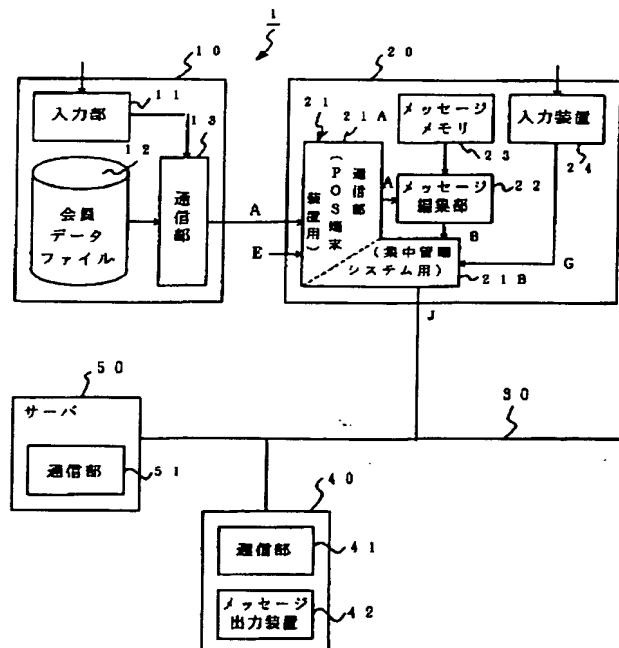
(54) 【発明の名称】 集中管理システム

(57) 【要約】

【目的】 各利用会員に対して適切なメッセージを端末装置を通して送ることができるようにした集中管理システムを提供すること。

【構成】 POS 端末装置 (10) から入力される会員に関するデータを蓄積する会員データファイル (12) から利用会員の会員データ (A) を読み出し、読み出された情報に基づいてメッセージ編集部 (22) で定型メッセージデータの選択、編集を行ない、その利用会員に適合するメッセージデータ (B) を自動的に作成し、再生端末装置 (40) で表示する。

【効果】 メッセージデータが会員に対して好感を与え、顧客の満足度を格段に向上させ、集客率の向上及び売上げの増加を期待することができる。



【特許請求の範囲】

【請求項 1】 それぞれに端末装置が設置されている複数の部屋の各利用状況がPOS端末装置によって集中的に管理される集中管理システムにおいて、前記POS端末装置から入力される会員の利用状況等に関するデータを蓄積する会員データファイルと、前記POS端末装置によって指定された会員に関し前記会員データファイルから所要の情報を読み出す読出手段と、複数種類の定型メッセージデータを格納しておく記憶手段を有し前記読出手段から読み出された情報に基づいて前記指定された会員に対するメッセージデータを定型メッセージデータを基に作成する作成手段とを有し、該作成手段によって作成されたメッセージデータを所要の端末装置に送出することができるようにしたことを特徴とする集中管理システム。

【発明の詳細な説明】**【0001】**

【産業上の利用分野】 本発明は、会員情報に基づくメッセージ伝送機能を備えたコンピュータによる集中管理システムに関する。

【0002】

【従来の技術】 例えば、カラオケボックスや宿泊施設等において会員利用制度を設け、会員の利用に対して種々の特典を設ける等により会員管理を行うことが広く行われている。このように利用施設を部屋単位で管理する場合、所謂POS端末装置による集中管理システムが採用され、受付に設置されたPOS端末装置から各部屋に設置された端末装置にデータを送り、あるいはPOS端末装置が端末装置からデータを受け取り、POS端末装置によって所要の集中管理を行うコンピュータシステムが広く採用されている。

【0003】

【発明が解決しようとする課題】 このようなコンピュータを用いた集中管理システムにおいては、POS端末装置から利用会員の利用状況等に関するデータが入力されるにも拘らず、これを集客率の向上等に役立てようとするシステムは皆無であった。

【0004】 本発明の目的は、したがって、この種の集中管理システムにおいて、POS端末装置から入力される利用会員の各種データを蓄積しておき、この蓄積データを利用して各利用会員に対して適切なメッセージを端末装置を通して送ることができるようにした集中管理システムを提供することにある。

【0005】

【課題を解決するための手段】 上記課題を解決するための本発明の特徴は、それぞれに端末装置が設置されている複数の部屋の各利用状況がPOS端末装置によって集中的に管理される集中管理システムにおいて、POS端末装置から入力される会員の利用状況等に関するデータ

を蓄積する会員データファイルと、POS端末装置によって指定された会員に関し上記会員データファイルから所要の情報を読み出す読出手段と、複数種類の定型メッセージデータを格納しておく記憶手段を有し該読出手段から読み出された情報に基づいて上記指定された会員に対するメッセージデータを定型メッセージデータを基に作成する作成手段とを有し、該作成手段によって作成されたメッセージデータを所要の端末装置に送出することができるようにした点にある。また、会員の生年月日、家族構成等の固有のデータをPOS端末装置から会員データファイル内に格納してもよい。

【0006】

【作用】 会員が施設を利用するときに得られるその会員の利用状況についてのデータが、その他の必要なデータ、例えば、会員固有のデータとともに会員データファイル内に適宜に蓄積される。POS端末装置から特定の会員をメッセージ作成のために指定すると、会員データファイルからその会員に関する必要な情報が読み出され、データ作成手段によって、その読み出された情報に見合った適切なメッセージデータが記憶手段に格納されているメッセージデータを用いて作成される。作成されたメッセージデータは所要の端末装置に送ることができる。

【0007】

【実施例】 以下、図面を参照して本発明の一実施例につき詳細に説明する。

【0008】 図1は、本発明による集中管理システムの一実施例を示すシステム構成図である。この集中管理システムはコンピュータを用いたカラオケ集中管理システム1として構成されており、フロントに設置された受付業務を行うためのPOS端末装置10と、各種のメッセージデータを送出するための情報端末装置20とを備えており、POS端末装置10及び情報端末装置20はいずれも通信機能を有するコンピュータシステムとして構成されている。情報端末装置20はPOS端末装置10との間でデータ通信を行うことができるほか、通信回線30を介してサーバ50と接続されており、サーバ50の通信部51を介して各部屋に設置されたカラオケ用の再生端末装置40にメッセージデータを送ることができる。

【0009】 図1では、簡単化のため再生端末装置40は1つだけ示されているが、実際には再生端末装置40は多数設けられており、各部屋に再生端末装置40が少なくとも1台ずつ配置されている。すなわち、通信回線30には多数の再生端末装置40が接続されている。

【0010】 先ず、POS端末装置10の構成について説明する。符号11で示されるのは入力部であり、来店した客に関する情報は全てこの入力部11から入力される。したがって、この入力部11は、会員カードの磁気記録内容を読み取るためのカードリーダー、会員又は会員

でない来店者に再生端末装置40を割り当て又は料金の精算等に使用される専用入力ボードから構成される。来店した客が会員である場合には、入力部11からその利用会員の会員番号、及びその時割り当てた再生端末装置40の各データが入力される。

【0011】12は会員に関する種々の情報が会員番号から検索可能なように蓄積され、格納されている会員データファイルである。入力部11から来店した会員の会員番号が入力されると、この会員番号に基づいて会員データファイル12の検索が実行され、図2に示すフォーマットの会員データが得られる。この検索された会員データは前回来店したときまでのデータである。入力部11から今回得られた、使用する再生端末装置40に関するデータを含むその他の入力データがこの検索データに加えられ、このようにして得られた最新の会員データが更新データとして会員データファイル12に格納され、この最新の会員データが通信部13によって情報端末装置20に会員データAとして送られる。すなわち、会員が利用する毎にその時の利用状況についてのデータが加味されて更新され、会員固有のデータと共に会員データファイル12内に蓄積される。

【0012】会員データAは情報端末装置20の通信部21のPOS端末装置用セクション21Aにおいて受信され、メッセージ編集部22に送られる。メッセージ編集部22は複数種類の定型メッセージデータが格納されているメッセージメモリ23と接続されており、通信部21から受け取った会員データAの内容に最も見合ったいずれかの定型メッセージデータをメッセージメモリ23から読み出す。このようにして選択的に読み出された定型メッセージデータに所要の編集を施してその利用会員に対するメッセージデータBが作成される。このメッセージデータBにその利用会員の使用する再生端末装置40に関するデータを加えて成る情報データJは通信部21の集中管理システム用セクション21Bから、サーバ50の通信部51に送られる。

【0013】図3にはこの情報データJのデータフォーマットの一例が示されている。ここで、メッセージの内容は文字情報またはキー情報である。キー情報とは、再生端末装置40で情報端末装置20からの通知内容以外の情報を取得して出力させる場合に使用するものである。例えば、サーバで保持している曲情報を演奏したい場合、サーバからダウンロードするための曲番号を付加する場合を挙げることができる。

【0014】サーバ50の通信部51は、この情報データJを受け取り、そこに示されている使用されるべき所要の再生端末装置40に通信回線30を介してその情報データJを転送する。この情報データJはサーバ50の通信部51を介して所要の再生端末装置40の通信部41に送られる。ここで受け取られたメッセージデータBの内容は、メッセージ出力装置42によって表示され

る。メッセージ出力装置42は、専用の表示装置でもよいが、カラオケ再生用の表示装置を兼用する構成でもよい。また、表示の形態は、映像と音声、映像のみ、音声のみのいずれかであってもよい。

【0015】したがって、メッセージメモリ23には、定型メッセージデータとして、適宜の映像・音声データ、映像データのみ、音声データのみ等の適宜のデータを格納しておくことができる。メッセージメモリ23に定型メッセージデータを追加したい場合、適宜の公知の手段によりメッセージメモリ23に所要のデータを追加格納することもできるし、メッセージメモリ23を新しいものに交換するだけでもよい。

【0016】メッセージメモリ23に格納されている定型メッセージデータに代えて任意のメッセージデータを使用することができるよう、情報端末装置20には任意のメッセージデータを入力するための入力装置24が設けられている。オペレータは入力装置24から任意のオリジナルメッセージデータを入力することができ、このようにして入力されたオリジナルメッセージデータGは通信部21に送られ、メッセージ編集部22からのメッセージデータBの場合と同様にして、所要の再生端末装置40にオリジナルメッセージデータGを送ることができる。

【0017】以上、図1に基づいてカラオケ集中管理システム1について説明してきたが、次に、図4を参照してメッセージ編集部22について詳しく説明する。図1に示したメッセージ編集部22は、図示しないメモリに格納されているメッセージ編集プログラムが情報端末装置20を構成するコンピュータにおいて実行されることにより遂行される機能を示している。

【0018】図4は、このメッセージ編集プログラム60を示すフローチャートであり、このフローチャートに基づいてメッセージ編集部22の動作を詳しく説明する。定型メッセージ編集プログラム60は、再生端末装置40が設置されている部屋に利用者を割り当てた場合に出力される入室情報Eを通信部21のPOS端末装置用セクション21Aを介して受け取った場合に起動され、まずステップ61でその利用者が会員であるか否かが判別される。利用者が会員でない場合にはこのプログラムの実行を直ちに終了し、メッセージは送出されない。

【0019】利用者が会員である場合、ステップ62に入り、会員データAに基づいてこれまでの利用回数がチェックされ、所定の実績を示す実績点数が10点以上であるか否かが判別される。もし実績点数が10点以上であるとステップ63に入り、利用実績サービス用のための

「〇〇様、いつもご利用ありがとうございます。10ポイント獲得のため、1時間無料サービス!」
という内容の第1定型メッセージデータがメッセージメ

メモリ23から読み出される。そして、〇〇の箇所に会員データAを参照してその会員の名前を挿入する編集が実行され、これにより送出すべきメッセージデータBが準備される。しかる後、ステップ69に入り、ここでメッセージデータBが通信部21に送られる。通信部21における以後の処理は前述の通りである。

【0020】ステップ62の判別結果がNOとなるとステップ64に入り、ここで、その会員に特典がついているか否かが会員データAに基づいて判別される。特典がついている場合にはステップ65に入り、ここで特典サービス用のための

「〇〇様、いらっしゃいませ。ご来店〇人達成。今日は、10%割引き！」

という内容の第2定型メッセージデータがメッセージメモリ23から読み出される。そして、〇〇の箇所に会員データAを参照してその会員の名前、人数を挿入する編集が実行され、これにより送出すべきメッセージデータBが準備される。しかる後、ステップ69に入り、ここでメッセージデータBが通信部21に送られる。通信部21における以後の処理は前述の通りである。

【0021】ステップ64の判別結果でNOの場合にはステップ66に入り、ここで今日がその会員の誕生日であるか否かが会員データAに基づいて判別される。ステップ66の判別結果がYESとなるとステップ67に入り、ここで、誕生日用のための、

「〇〇様、〇〇月〇〇日誕生日おめでとうございます。」

という内容の第3定型メッセージデータがメッセージメモリ23から読み出される。そして、〇〇の箇所に会員データAを参照してその会員の名前、月日を挿入する編集が実行され、これにより送出すべきメッセージデータBが準備される。しかる後、ステップ69に入り、ここでメッセージデータBが通信部21に送られる。通信部21における以後の処理は前述の通りである。

【0022】ステップ66の判別結果がNOの場合にはステップ68に入り、ここで、来店挨拶のための

「〇〇様、いらっしゃいませ。」

という内容の第4定型メッセージがメッセージメモリ23から読み出される。そして、〇〇の箇所に会員データAを参照してその会員の名前を挿入する編集が実行され、これにより送出すべきメッセージデータBが準備される。しかる後、ステップ69に入り、ここでメッセージデータBが通信部21に送られる。

【0023】上記の場合には、利用会員の利用状況その他のデータにより、4つの定型メッセージデータのうちの1つが選択され、会員データAを参照して編集され、メッセージデータBとして出力される構成となっている。しかし、定型メッセージの内容、数はこれに限定されることなく自由に定めることができる。また、定型メッセージデータの編集も、この一例に限定されず、その

他適宜に編集することができる。

【0024】次に、図5を参照して、入力装置24からオリジナルメッセージデータGが入力された場合の処理について説明する。図5は、オリジナルメッセージデータGを処理するための処理プログラム70を示すフローチャートであり、この処理プログラム70は入力装置24からオリジナルメッセージデータGが出力されたことに応答して起動され、実行される。ステップ71では、入力されたオリジナルメッセージデータGを通信情報に編集し、次のステップ72においてオリジナルメッセージデータGを送信する。

【0025】以上説明したように、図1に示したカラオケ集中管理システム1によれば、来店した会員の利用状況を含む種々のデータを来店の際に会員データファイル12に蓄積しておき、来店時において利用会員が割り当てられた部屋に入ったタイミングでこの蓄積されている会員データAに基づいて、予め格納されている複数の定型メッセージデータのうちから適切なものを選び出して、その会員にマッチするように編集し、その会員が利用することになっている再生端末装置40においてそのメッセージデータが表示される。すなわち、利用会員が割り当てられた部屋に入ったタイミングで、その利用会員の利用状況等に合ったメッセージが再生端末装置40において表示される構成である。また、情報端末装置20の入力装置24を用いてオリジナルのメッセージデータGを作成し、これをその再生端末装置40で同様にして表示することができる。

【0026】したがって、このメッセージが会員に対して好感を与え、店と会員との間の親近感が増し、顧客の満足度を格段に向上させることができる。この結果、話題の提供に役立つという効果も生じ、したがって、集客率の向上及び売上げの増加を期待することができる。この場合、顧客に対する上記のメッセージサービスは自動的に行われるので人件費の増加なしにサービスの向上を図ることができるという利点も有している。特に、本実施例にあっては、フロントで受付を済ませた後利用会員が割り当てられた部屋に入ったタイミングで、その利用会員の利用状況等に合ったメッセージが使用される再生端末装置40或いはその他の適宜の端末装置で表示されるので、その満足度はより大きくなるという格別の利点がある。

【0027】

【発明の効果】本発明によれば、利用会員の利用状況データ等からその利用会員に対するメッセージを自動的に作成し、それを適宜の端末装置において表示するので、このメッセージが会員に対して好感を与え、店と会員との間の親近感が増し、顧客の満足度を格段に向上させ、来店の頻度を高めることができる。また、話題の提供に役立つという効果も生じ、したがって、集客率の向上及び売上げの増加を期待することができる。さらに、顧客

に対する上記のメッセージサービスは自動的に行われるので人件費の増加なしにサービスの向上を図ることができるという利点も有している。

【図面の簡単な説明】

【図1】本発明によるカラオケ集中管理システムの一実施例を示すシステム構成図。

【図2】図1の会員データファイルに蓄積される会員データのデータフォーマットを示す図。

【図3】情報データのデータフォーマットを示す図。

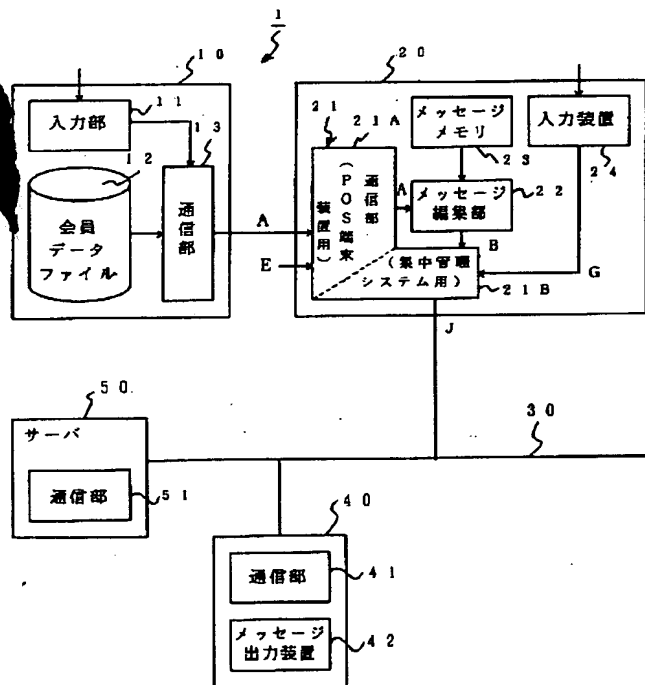
【図4】情報端末装置において実行される定型メッセージ編集プログラムを示すフローチャート。

【図5】オリジナルメッセージデータを処理するための処理プログラムを示すフローチャート。

【符号の説明】

- 1 カラオケ集中管理システム
- 10 POS端末装置
- 12 会員データファイル
- 20 情報端末装置
- 22 メッセージ編集部
- 23 メッセージメモリ
- 30 通信回線
- 40 再生端末装置
- 42 メッセージ出力装置
- 50 サーバ
- A 会員データ
- B メッセージデータ
- J 情報データ

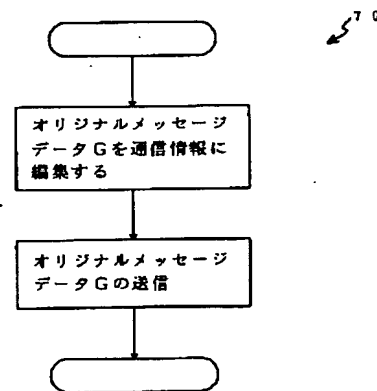
【図1】



【図2】

基本データ					実績データ		
会員番号	氏名	生年月日	住所	性別	利用回数	特典情報	(その他)

【図5】



【図3】

利用端末	メッセージ内容
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【図4】

